

# **DRAFT** CSD Comprehensive Agency Assessment Tool

**An overview of possible components to be contained within the Assessment Tool**

## **Board Governance**

For the purposes of this tool, this category takes into consideration the involvement and structure of the Tri-partite Board. In addition to taking into consideration the activities and overall dedication to providing clear and consistent leadership to their agency, this tool also considers the existing Board's retention, recruitment and activities involving the low-income community.

**Standard of Effectiveness: Each local agency shall have a tripartite board that effectively ensures the development, planning, implementation and evaluation of the agency.**

## **Leadership**

For the purposes of this tool, this category takes into consideration how the agency's senior leaders address the mission, values, direction and performance expectations, while focusing on clients, constituents, stakeholders, as well as empowerment of staff. This category also considers the innovation and community involvement of senior leaders.

**Standard of Effectiveness: Each local agency's senior leadership is capable of leading the organization towards effective and responsive service delivery.**

## **Linkages/Capacity Building**

For the purposes of this tool, capacity building takes into account the organizations history, plans and engagement in formalized capacity building. Capacity building includes the development of formalized partnerships, the expansion of existing programs and the development of new programs that assist the organization in achieving their mission. This tool takes into consideration the ability of the agency to effectively utilize existing resources in the community. It stresses the importance of relationships as an important and integral part of the success of the agency. The tool examines how the agency develops and sustains relationships that benefit the low-income populations.

**Standard of Effectiveness: Each local agency shall have sufficient capacity and effective linkages with other community resources to maximize services to the low-income population.**

## **Financial Accountability/ Stability**

For the purposes of this tool, this category takes into consideration all aspects regarding how the agency administers it's financial resources in order to promote sound financial health.

**Standard of Effectiveness: Each local agency shall implement fiscal controls and fund accounting procedures necessary to assure the proper use of, and accounting of, all money supporting the community action program.**

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### Planning/Evaluation

For the purposes of this tool, this category examines how the agency assesses needs, sets long term/strategic direction and develops operational plans, updates these plans, and utilizes the strategic plan as a living document that guides the agency. This category examines the agency's ability to reach projected outcomes and the agency's ability to comprehensively and adequately evaluate the needs of the low-income community. Additionally, this tool analyzes the use and application of ROMA within the organization.

**Standard of Effectiveness: Each local agency's programs are based on a strategic plan and are evaluated to ensure they are effective in meeting the needs of the low-income population.**

### Administrative Systems and Processes

For the purposes of this tool, this category takes into consideration the effectiveness of the agency's key administrative support and program/service delivery processes. This category examines the existence and comprehensiveness of the policy and procedure manual and processes. Examples of these procedures that will be examined include internal controls, personnel policies and procedures, purchasing policies and procedures, as well as the information and technology infrastructure. This tool will examine how the agency manages these processes to achieve overall agency growth and success.

**Standard of Effectiveness: Each local agency has administrative policies and practices in place (commiserate with the size and scope of the agency) that demonstrate sound internal control and organizational management.**

### Program Delivery

For the purposes of this tool, this category takes into consideration the ability of each agency to effectively articulate the benefit of CSBG dollars to the low-income community.

**Standard of Effectiveness: Each local agency can document a measurable benefit to the low-income community by the receipt of CSBG funds.**

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